

Maine




Technology

A publication featuring the Information Services technology of Maine State Government

Reorganization of IT Services



Chief Information Officer, Dick Thompson listens to a comment, during his presentation of the new Information Services structure to the Information Services Managers Group 11/18/04.

Background: Todd Tolhurst and Carrie Gott of InforME also made presentations at the meeting.

Following action by the Legislature, the Office of Information Technology (OIT), under the direction of the Chief Information Officer, will be composed of four functional areas as follows.

OCIO Policy Office: Dick Thompson This area will be responsible for policy and standards development, legislative relationships, statewide issues and projects such as, but not limited to, laptops in education, broadband, last mile. Staff assigned include: Dick Hinkley, Kathy Record, and Ellen Lee.

Performance Management Division (PMD): Mary Silva The focus and highest priority of this area is customer satisfaction. The PMD will lead all other areas in achieving the highest standards of a customer centric culture. Initially, this area includes the following existing functions: Customer Service Center (Dale Blake), Billing and Purchasing

BY DICK THOMPSON, CIO

Since October, the Office of the Chief Information Officer (OCIO) and Bureau of Information Services (BIS) have been in the process of combining functions and reorganizing. Legislation will be submitted in January to formally merge these two offices, and the resulting organization will be entirely re-engineered. Why make these dramatic changes? Our goal is to align our structure to better provide high quality services to state agencies and the public, in the best and most cost-effective manner possible.

(Howard Clary), Desktop (Alana Buck), Administrative Services (Brenda McCamish) and Special Projects (Don Loud).

The PMD will serve as the organization's first point of contact for customers, and will oversee customer relationships. In so doing, it will develop Service Level Agreement metrics with customers and the OPS group, and monitor and report on performance metrics.

Strategic Management Division (SMD): Kevin Jones This area is strategic in nature, and will plan, design, and test computing systems and technology that impact the State's network and computer systems at the enterprise level. The SMD is responsible for IT planning (building IT plans based upon business needs) which includes portfolio management, a project office, and information security/business continuity planning. To date personnel have been assigned in the following areas:

- Project Management Office: Val Wood

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Improving Maine Department of Corrections Offender Management Through Integrated Enterprise Technology

BY MARK KOSTURIK

Maine DOC's challenge The Maine Department of Corrections (DOC) serves four areas of correctional services related to the management of offenders in Maine - adult institution, adult community, juvenile institution, and juvenile community. The DOC's total offender population is 15,000, with 2,300 housed in eight facilities statewide, and the remainder serving their sentences in the community, under DOC supervision. About 1,200 DOC employees look after that population.

The DOC wanted a complete .NET solution—both front and back. A key reason for this decision is the fact that .NET offers certain advantages native to the technology, such as web services and XML. Put another way, XML and web-service capabilities naturally comply with .NET—further

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- Information Security/Business Continuity: Mark Kemmerle
- Portfolio Management: Stephanie Parker and Mary Cloutier
- Enterprise Architecture.

Operations and Production Services Division (OPS): Tom Howker This division is responsible for four key functions: Voice Services (David Rodrigue), Network and Directory Services (Bob Corum), Geographic Information Services (Dan Walters), and Applications, Servers and Production Support (Jim Lopatosky). The Applications, Servers and Production Support group is composed of four components: Server Support¹, Enterprise Operations and Monitoring Support (Marion Bowman), Data Center Management (Terry Burton), and Applications².

The organization is still evolving, and will not be finalized until action by the Legislature. I welcome any comments you may have, and will ask Kevin Jones, Mary Silva and Tom Howker to present more details regarding their responsibilities at upcoming Information Services Managers Group meetings.

¹ Which includes Mainframe Support Services (Nick Zaharchuk), Business Resumption Support Services, Unix/Oracle Support Services and Windows Support Services (Terry Kenniston).

² New England Child Support Enforcement System (NECSSES) and Application Development and Management (ADAM) (Brian Guerrette), and Maine Financial and Administrative Statewide Information Systems (MFASIS) (Jim King)



Department of Corrections, cont. from page 1

facilitating integration and improving communication. XML also enables easier integration with legacy systems.

CORIS, in production since November 2003, manages four key areas of DOC operations. The first is **offender profile** - personal information, photos, alerts, and sentences. The second area is **prison management** - offender security classification, housing, movements, jobs, schedules, and financial management. Thirdly, CORIS handles **community-based corrections** - investigations, risk assessment, treatment plans, and caseload management. Finally, the solution supports all **central administrative functions** - offender tracking, management reporting and security.

The DOC is deploying CORIS in three phases: Phase One, which went live in November 2003, delivered basic offender-management capabilities; Phase Two, which is planned for December 2004, and Phase Three, expected in early 2005, will provide advanced functionality such as an inmate financial system, and additional features required by the users of the system.

The user interface Web-based solutions tend to require extensive clicking and drilling down to navigate and access data. To ensure that CORIS provides a positive user experience, the DOC and xwave collaborated extensively to design a very rich user interface with an intuitive screen layout. Every object a user needs for a particular task is typically on a single screen. To ensure easy

system navigation, global tree-menus are used to give one-click access to all areas of the system.

Data integrity Data from six DOC legacy systems were migrated simultaneously in the initial Phase

One rollout. In total over 3 million source records were migrated into the CORIS database as part of the Phase One deployment. This allowed a seamless transition to the new system with immediate access to all relevant historical offender records.

Reporting Putting data into an information system is one thing; *gaining information* from that system is another. System reports are a critical function; CORIS ensures this need is met by including an extensive array of reports that were developed originally in Crystal Reports, and more recently with SQL Reporting Services.

SQL Reporting Services offers a key feature most other report writers don't - XML. The report is stored in and rendered through a single XML file, greatly improving ease of management and—more importantly—expanding viewing and output options. As well, SQL Reporting Services offers CORIS users yet another level of Microsoft integration.

Security CORIS incorporates role-based security: users gain entry to the network via a combined ID and password that grant the user a designated level of access, based on their job roles. To protect the data as it travels from one desktop to the next, the DOC will be implementing Secure Sockets Layer (SSL) 128-bit encryption within CORIS.

- continued on page 3 -

Historically, the DOC experienced many of the same information technology (IT) challenges that most large organizations deal with - managing numerous different legacy systems that had been implemented independently of one another, do not effectively exchange data, and are difficult and costly to maintain. The DOC had a critical need to move to one centralized administrative system to look after offenders of all ages, both within facilities and under community supervision.

In the spring of 2002, the DOC teamed up with xwave to design and implement CORIS (Corrections Information System), a full-featured web-based offender management system that would fulfill the DOC's vision, using the most advanced Microsoft technology available - .NET.



Achieving the vision As most corrections workers will agree, it's one thing to develop standards for governing offender management and agency administration; it's quite another thing to consistently implement those standards across correctional institutions and probation offices. The task is made easier when those locations are effectively connected—enabling relevant stakeholders to view specific elements (the number of new intakes, the rate of recidivism, sentence length, amount served to date) individually as well as in context with one another.

This broad sharing of data provides tangible operational benefits, both to offenders and administrators. In summing up the benefits, one CORIS user at the DOC uses the word 'continuity' — establishing a continuity of information that allows corrections professionals to understand offenders better, determine appropriate treatment, and follow up on it.

Questions? Contact the author by e-mailing mark.kosturik@xwave.com. See [A Case For Integration](http://www.xwave.com/us/industries_served/case_studies/coris.asp) on the xwave web site for additional information (http://www.xwave.com/us/industries_served/case_studies/coris.asp).

Mark Kosturik is a senior project manager with xwave in Augusta, and has been managing the CORIS project since it's inception in 2002. Mark has a 15-year background in the IT industry, and has worked with industry leading corporations including Nortel Networks and Compaq, as well as with consulting firms where he has implemented innovative IT solutions for government clients such as the Maine DOC, as well as the Internal Revenue Service and Pension Benefit Guaranty Corporation at the Federal government level.

Every day it only takes a minute...

The Breast Cancer, Hunger, Literacy, Child Health, Rainforest habitat, and Animal Rescue sites are having trouble getting enough people to click on it daily to meet their quota of donations (of free mammograms, food, books, etc.).

It takes less than a minute to go to the site, select a tab(s) and click on the donation button. This doesn't cost you a thing. Corporate sponsors/advertisers use the number of daily visits to donate mammograms/food etc. in exchange for advertising. Here's the web site <http://www.thebreastcancersite.com/> Pass it along to others interested in contributing.

If you are interested in becoming an organ or tissue donor, visit <http://www.organtransplants.org/> or <http://www.organdonor.gov/>.

(Contributed by Jody Harris, Maine State Planning Office, and Karen Knox, Bureau of Information Services)

Analyzing Data with Microsoft Access

By RUSSELL MARTIN

This is the second part of my article on using Microsoft Access to analyze data. The permit data table includes fields such as issue date, application type, variance type, system type, etc. Presenting a count of the data by permit issue year for the various system aspects was the goal; the PivotTable form provided the solution. This form provides a spreadsheet-like tabulation of data, typically with time along one axis. This article will discuss using the PivotTable Form in Access 2003. Note that it is considered a Form, not a Report.

A PivotTable can be based on a table or a query. For this example I want to see a count of all the different permit types by the year of issuance. The HHE-200 Form recognizes (1) new, (2) replacement, (3) expanded, (4) experimental, and (5) seasonal conversion permit types; and I wanted to compare the number of new, replacement, and total permits by year. The permit_type field contains numerical values from 1 to 5 representing the various permit types, with some values equal to 0 and greater than five representing data entry errors.

After opening your database, select Forms from the left side of the dialog box and choose New from the top of the box. Using the PivotTable Wizard will allow you to select only the specific fields you want to use in the PivotTable. After selecting the table containing your data, use the Add button (>) to select the specific fields. To create a PivotTable you will need at least two fields that have some relationship, such as permit issue date and permit type. The Wizard will present you with a blank PivotTable and a list of selected fields. Refer to Figure 1.

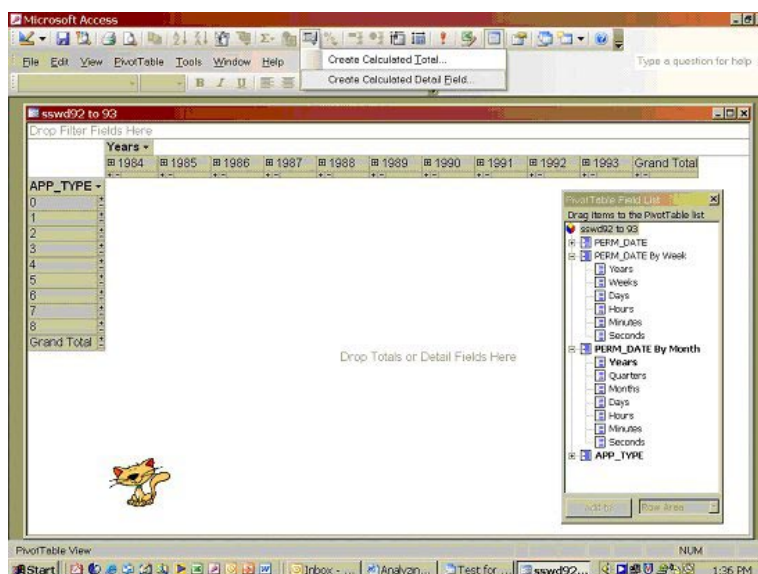


Figure 1

Whenever a date field is included, Access gives you several choices for use, including actual value or the year, quarter, month, week, or day portion. The year portion is the most useful, as it combines all values for a given year from a field value entered as DD/MM/YY. To create the PivotTable, drag the appropriate date value to the top column box labeled "Drop Column Fields Here". - continued on page 4 -

Drag the permit type field to the left row box labeled “Drop Row Fields Here”. To fill in the detail area, click the Calculated Totals & Fields Button on the icon bar and select Create Calculated Detail Field. Refer to Figure 1. Close the dialog box and click the Autocalc Button and select count from the drop-down list. You will now have the numerical permit types in rows and the permit issue years in columns with each intersection cell containing a count of the number of permits of that type issued that year.

To make the information more meaningful we will hide irrelevant data and group related items to reach the desired result. The Row Heading includes a drop-down arrow which controls which rows are displayed and used in the calculation. A separate row is created for each unique permit type value, in this example 0-8. Initially, all values are displayed; by unchecking the 0 and 6-8 rows records that contain invalid entries are ignored. An alternate method is to create a select query prior to starting the PivotTable, using the query to select only the relevant records. Using the PivotTable method gives you the option to use or ignore the suspect records.

Access provides the capability to group rows or columns in the PivotTable. When grouped, the individual row or column values are combined and displayed as a single value. For this example the rows for values 1 and 4 are combined to represent new systems and rows representing 2, 3, and 5 are combined to represent replacement systems. Use the Ctrl-left mouse click to select non-contiguous rows and right mouse click on one of the highlighted rows. Select Group Items and the highlighted rows will be added to form a single item. Refer to Figure 2. Right mouse click again and select Properties to give the group a meaningful name. Note that when you group two or more items, the remaining items are grouped together. If you have more than two groups, repeat the process as necessary.

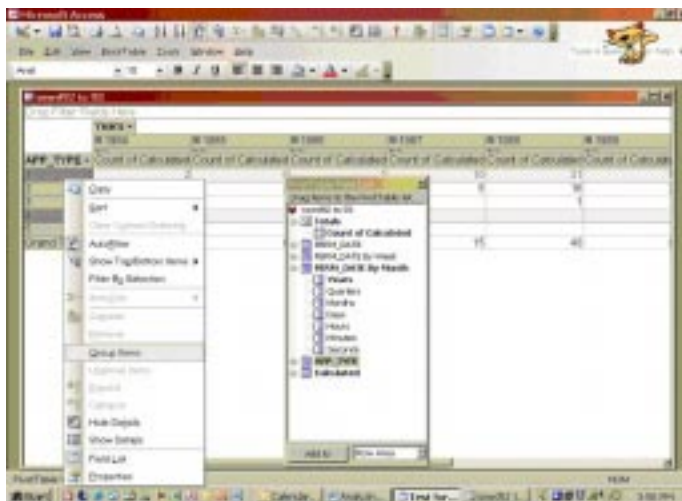


Figure 2

At this point it is a matter of formatting the PivotTable to suit your needs.

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GIS Aids Educational Decision Making

By BOB BISTRAIS, MEGIS & DEBRA ALLEN, MEPRI

The Maine Education Policy Research Institute (MEPRI)¹ has been conducting ongoing analysis to aid in the development of a small school funding adjustment. Last April they presented the State Board of Education a potential method for identifying geographically isolated schools. Small schools that are determined to be geographically isolated will be eligible for additional funding in the Essential Programs and Services School Finance Model. MEPRI looked at adjusting teacher ratios to provide additional funds, and using road miles to identify a school as “geographically isolated”.

In particular, the following two technical analyses were requested of the Maine Office of Geographic Information Services (MeGIS) for the April State Board of Education meeting.

- 1) Examine the distance students are potentially traveling to attend their high school using the road miles between the furthest point in a district and the high school. The purpose of this information is to determine how far students may be expected to travel if the current high school in their district is not in operation.
- 2) Determine the distance from each high school to the nearest high school.

With these data, MEPRI was able to create a definition for geographic isolation.

Because this study relied heavily on the locations of various features, and their relation with each other, GIS was ideally suited to perform the analyses.

Because this was a statewide study, many iterations of each analysis had to be performed, and some intensive GIS processes were used. It also required custom programming that could be quickly written and modified. Due to these factors, MEGIS used Workstation ArcInfo GIS, programmed with Arc Macro Language (AML).

There were several key GIS datasets – all readily available in the Maine GIS data library – used to perform these analyses. These included the:

1. Statewide School and Library layer. Several subsets of this data were created depending on the need (only high schools, only public elementary schools, etc);
2. Statewide Public Roads data, created by Maine Department of Transportation;
3. Maine town boundary data, and various school district data layers.

For the first GIS analysis, distances were calculated between a given school and the nearest neighboring school. For each school, this was done by first finding the nearest handful of neighboring schools in a straight-line distance. This would result in approximately five nearby schools as candidates. Next, for each of these candidates, path finding functions² were used with the road data to find the driving distances, selecting the shortest distance as the final result.

Another component of the first analysis was to deter-

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mine the distance between each high school and the furthest point in its respective district. In this case, GIS distance functions were used to find the furthest geographic point from a school in a given district. The road data was then used to find the path from the school to that point, and calculate the mileage.

In a subsequent GIS analysis, road distances were calculated between each school in a subset, and the farthest point in its neighboring district. In each case, the results were output to spreadsheets for further study by MEPRI.



Data analysis revealed that the distance a student is potentially traveling to their high school is partly dependent on the organizational structure of their school administrative unit. SADs, CSDs, and unions are combinations of two or more municipalities that pool their educational resources in varying ways. The distance students are traveling in these districts most closely represents the distance students may have to travel if their town did not have a high school. The average distance a student is potentially traveling to attend schools with at least 200 students in districts that consist of multiple towns is 18.5 miles. The average distance between high schools in such districts is 9.3 miles.

Using the information from the first analysis, it was determined that a secondary school will qualify as geographically isolated if it meets one of two criteria:

- The distance between the furthest point in a district and nearest high school must be at least 18.5 miles AND the distance between the current high school and the nearest high school must be at least 9.3 miles.
- A school is located on an island.

Although the results of the GIS analyses are still being studied by MEPRI, the initial response from the group has been very positive. The benefit of conducting these analyses with GIS was that geographic barriers to travel could be considered when determining whether a school was isolated. Thus, the GIS analyses performed by MeGIS are helping in the decision-making process.

Questions? Contact the author, who is a senior programmer analyst at MeGIS, by e-mailing bob.bistrais@maine.gov. Deb Allen is a Research Associate with The Maine Education Policy Research Institute (MEPRI).

¹ The Education Research Institute was established to collect and analyze education information and perform targeted education research for the Legislature.

² Interstate 95 was removed from consideration since the path function neglects to incorporate on/off ramps distances unless specifically programmed to include them. However this had a minimal effect on the overall results.

Maine's Cultural Resources Information Center

By ANNE WITTY

Maine boasts an unusual resource center for use by everyone working in museums, historical societies, libraries and archives. It's called the Cultural Resources Information Center (CRIC). With part-time headquarters in Augusta, CRIC provides technical assistance in very specific enterprises: the work of preserving our cultural heritage. This work is often undertaken by volunteers.

Designed to assist all of Maine's cultural and heritage organizations, CRIC was initially established in 1992. It serves as a clearinghouse and a technical information service, providing information on many topics, including collections care and conservation, how to start a museum, physical and intellectual accessibility issues, and being a good trustee. The Center, along with its partners, offers occasional preservation training workshops and provides access to professional consultants. Sometimes CRIC serves to put people in touch with larger networks – for example, state, regional and national museum or history organizations.

While it is a small operation, CRIC takes advantage of information technology both to gather and disperse information to organizations that need it. The majority of requests for technical assistance come in by e-mail and are answered that way. Often our answers include links to websites that offer professional guidance on museum issues, preservation techniques, or ideas for programs. The web is a critical research tool for gathering information on museum issues and solutions. We manage information on who uses our services and what materials we offer by using basic office software such as databases, spreadsheets, and word processing packages. Of course, we also offer answers and resources in the traditional ways: through the mail and over the telephone, too!

Expanding into the world of electronic information is a significant part of CRIC's current outreach initiative, funded in part by the Davis Family Foundation and the Department of Economic and Community Development. CRIC now has its own website, hosted by the Maine State Archives. You'll find us at <http://www.maine.gov/sos/arc/cric/>. Exploring the wild world of web-page creation using html software is yet another way in which CRIC uses modern information technology.

CRIC is a collaborative project of The Maine State Museum, The Maine State Archives, and Maine Archives & Museums (MAM), the statewide museum membership organization. Questions? Comments? Contact Anne Witty, Project Director, by e-mailing Maine.cric@maine.gov.

State Police Launches New On-Line Crash Reporting System

Obtaining a motor vehicle crash report in Maine is now easier and faster thanks to a new on-line crash reporting system launched by the Maine State Police. In the past, obtaining a crash report required a written request and a manual search on microfilm for the information. Now individuals and insurance companies can obtain a crash report on-line, usually within an hour.

The new service is at www.maine.gov/mcrs and there are also links from the State of Maine, Department of Public Safety and State Police web pages. This new service allows users to search for a crash report on-line from the State Police's crash database at no cost. The flexibility of the system allows for crash report searches to be performed using name, date of birth, crash location, crash date or investigating agency. Once a crash report is located, it can be purchased for a \$5 fee, the same cost when the system was manual.

The Chief of the State Police, Colonel Craig A. Poulin said, "State Police have been the repository of motor vehicle crash reports for decades and the new on-line system will benefit citizens, insurance companies and others who need prompt access to this public information." Each year, there are about 44,000 motor vehicle crashes in Maine that require a crash report to be completed by municipal police, sheriff's department or State Police. Those reports are then maintained by the State Police Traffic Division, located at 36 Hospital Street in Augusta. The reports also continue to be available from the municipal police or sheriff's department which investigated the crash.

The head of the traffic division, Lt. Christopher Grotton said the on-line service has data on all crashes since January 1, 2003. Information sought on pre-2003 crashes would continue to be researched by hand, but users can make that request on-line. Grotton said, "We are extremely pleased to offer this new service that improves our efficiency and better serves the public." Maine's Crash Reporting System is a service of the Maine State Police, in partnership with InforME, the state's private-sector partner and official web portal provider. All state on-line services can be accessed from the state's web page - www.maine.gov.

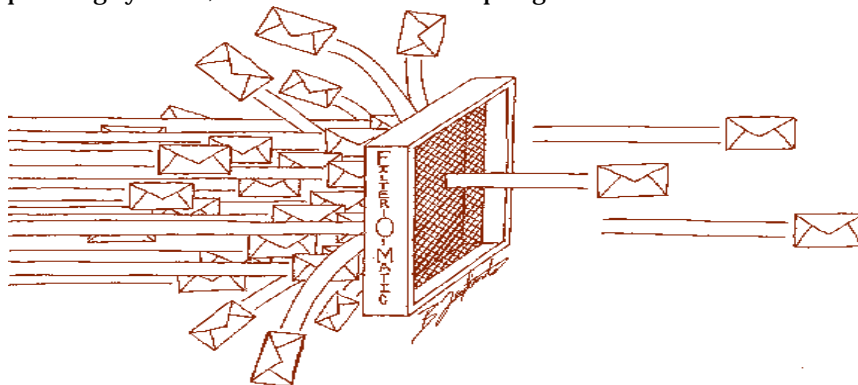
Virus Software for PDA's

By Bob Witham

In our fast-paced, technology-oriented world, there are many people who find it difficult to juggle their daily tasks without the help of a Personal Digital Assistant (PDA) device. As a result, the number of PDAs in use is growing as more and more people discover how handy these little devices are.

There are several manufacturers of PDA devices, but the type which seems to be gaining popularity uses Microsoft code as a basis for operating systems such as Windows Pocket PC 2002 or Windows Mobile 2003. As with anything by Microsoft, it seems that virus writers have painted a big bull's-eye target on Microsoft's chest, and they have taken dead aim at PDA software as well. The first Windows Mobile virus named WinCE4.Dust was written early in September 2004.

This first virus is what is known as a "proof of concept" virus. Basically, it was written to prove that such a virus could be written. Antivirus manufacturers and other industry pundits have proclaimed for quite some time that PDAs are subject to the same problems as other personal computer devices, and that it was only a matter of time until someone actually wrote a virus and unleashed it. Dust virus is not spreading in the wild, and is confined to the laboratory environment only. However, the code is in the hands of other virus writers, and it is only a matter of time until a malicious version of the virus is developed. Worse yet would be one that "jumps" operating systems, or uses the PDA as a springboard to a network.



Many PDAs are now coming with wireless attachments so that you can be connected (in theory) to your network or the Internet anywhere in the world. In actual practice, connectivity coverage is still limited, but it is getting almost as good as cell phones. Oh, as long as we're discussing them, there is also a virus that infects some cell phones too, but that's another story. With PDAs having open connectivity to the network, they are a perfect conduit for transmitting viruses. One scenario might be that an e-mail comes in, you open it to read on your PDA, the PDA becomes infected because there is no antivirus (AV) software on the device, and the PDA begins spamming network messages which causes a network traffic slowdown, and an eventual collapse of network response times. Yeah, a stretch, but then I'm allowed to be paranoid; I'm a computer security geek.

McAfee Antivirus has developed a software package that will detect and clean viruses on PDAs. We are currently evaluating this software and intend to purchase a limited number of licenses to cover PDAs within State government. It is our hope that this will plug a potential hole in our security perimeter. With the growth in the use of PDAs however, and given that many people purchase their own PDAs, we may have a difficult time plugging that hole for long. Contact your IT support staff for more information if you are using a PDA without antivirus software on it.

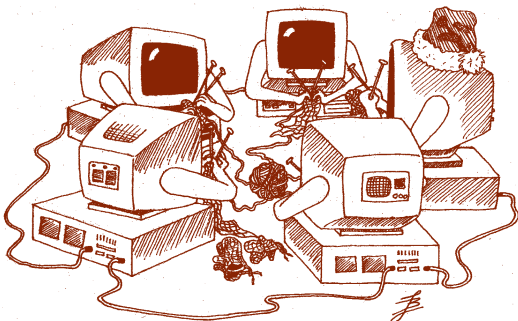
Questions? Contact Security Analyst Bob Witham by calling 207-624-9439.

Knitters & Contributors Needed

By BARBARA BUCK

Plans for the annual Head Start Holiday party are getting under way. This year's party will be held at the Augusta Armory on Wednesday, December 8. Santa has been alerted and has put the date on his busy schedule. The tree has been ordered and will be delivered in time to be decorated with lots of mittens for the children. The State Troopers Association will also be joining us to give each child a teddy bear. The cooks at the Blaine House are busy making fancy decorated cookies for the event.

However, as always, before this event can happen we need knitters to help make mittens to fit 3-5 year old children, or if you do not knit and you wish to donate yarn for mittens, we will gladly accept it. Also, we need monetary donations to cover the cost of the gifts for the children.



Any yarn, mittens or monetary donations may be sent to Barbara Buck at 145 State House Station or call 624-9501. We can make arrangements to pick up the donations. Please put December 8 on your calendar and join us at the Armory to see for yourselves what happiness and delight you have helped bring to these less fortunate children in our area.



Getting ready for the holidays?

Visit www.mainemade.com, and tour the on-line open house's kitchen, dining room and living room. Also, don't forget the Maine State Museum Store while shopping <http://www.maine.gov/museum/store/index.html>. There are all sorts of beautiful things made in Maine that would make great gifts.



Challenge

By LESTER DICKEY

My third-grade grandson Ben brought this home from school: You have 5 Life Savers candies of different flavors. The grape goes before the cherry, the orange is next to the lime, the lemon is last, and there are two candies between the lime and the cherry. What is the order of

flavors from left to right? (He figured it out!)

For a greater challenge but no prize: If I give the order of flavors as cherry, grape, lemon, lime, and orange, can you find a simple rule to determine the order?

Please e-mail **Lester Dickey** with your answer and your name, phone number, and the organization for which you work. Or call **Barbara Buck** at **624-9501**. The winner will be drawn from all the correct entries and will receive a **FREE** donated pizza, either from **CJ's Pizza** or from the **EDOC Cafeteria**. All answers must be in no later than the **14th** of the month.

Last month's challenge brought 61 submissions, with 51 having correct answers. The winner, chosen by random drawing, is **Robert Gasper** of **ESCB in Public Safety**.

The answers to last month's Challenge: There are 19 integers between 1 and 100 with at least one 3 in them. There are 271 integers between 1 and 1000 with a 3. In case you were wondering, there are 3439 between 1 and 10,000 and 40,951 between 1 and 100,000!

Phone Scam Warning

By BOB WITHAM

We have received information from two state agencies of a phone scam that is occurring on State phones. These agencies received phone calls from outside of State Government. The caller identified himself as being from "phone maintenance" and they were calling collect. After the collect call was accepted, they asked to be transferred to 9-0. The calls both originated from The Passaic County Jail.

Please be aware that this is a very old scam. Someone calls and asks you to press 9-0. Many times this transfers the caller to the switchboard operator, or even outside of the phone exchange to a telephone company operator.

This particular scam is especially bad in that the caller identified himself as "phone maintenance" yet was still placing a collect call. Please be aware that anyone from the phone company will not call you collect for any reason. Moreover, anyone who calls you from the phone company does not need to have you transfer them to any other number.

Another scam that is similar to this one involves the caller identifying himself as being from the phone company and testing lines, and needs to have you transfer him to another number to complete the test. This is not true. Any legitimate phone company repair person can connect to any number without customer assistance.

Please make your employees and colleagues aware of these scams. You may also want to stress other policies related to phone use that your agency may have such as not accepting collect calls, not transferring calls to outside numbers, so forth. Of course these policies must be tailored for your agency, and some agencies permit outside calls to be transferred to other outside numbers.

Bob Witham, Information Systems Security Analyst, may be contacted by calling 207-624-9439.

Gifts for You, cont. from page 8

SATs – the test usually dreaded by those wanting to enter college. Check out <http://www.collegeboard.com/apps/qotd/question> for a sample question and to learn more. Did you used to like jigsaw puzzles as a child? Here's a site where you could choose a puzzle type and number of pieces to suit every age in your family: <http://www.jigzone.com/ms/z.php?q=im>. A fun 4-way daily word puzzle: <http://www.uclick.com/client/wpc/pfl>.

THANKS TO OUR CONTRIBUTORS!



Want to go skiing or riding? Skimag.com and snocountry.com have recently started services to help match skiers with the best mountains and snow conditions. Even weather.com has improved its ski features. Look for a new element, the Weekend Outlook, which will highlight Saturday and Sunday forecasts for resorts closest to a selected location. That feature will complement a useful weather-related service already on the site, the Snow Finder application, which allows users to select from scores of states and cities worldwide, and choose resorts with ideal snow (<http://www.weather.com/activities/recreation/ski/?from=homeverticallinker>).

Traveling and looking for discounts? See <http://www.travelocity.com/>. Want to take the train to Boston and need info? <http://www.thedowneaster.com/>
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TRANSITIONS

TECHNOLOGY PERSONNEL CHANGES IN YOUR AGENCY?
SEND NOTICES TO mary.cloutier@maine.gov TO HAVE THEM POSTED HERE.

Martin Hanlon, a MeGIS Cartographer left state service effective November 10.
Sapna Linus began her Systems Analyst position November 15.

John Tyler, Sr. Technical Support Specialist resigned effective November 19, 2004. John has worked for the state since 1993, and with his wife Debbie is moving to San Antonio, Texas.

PRINTED BY IDEAL PRINTING SERVICE, AUGUSTA, MAINE
UNDER APPROPRIATION 038-18B-1000-012

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